GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1742
ANSWERED ON:04.05.2016
Simplifying Issuance of Passport
Mahendran Shri C.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government is planning to simplify the process of passport issuance and if so, the details thereof;

(b) whether this will reduce the difficulties faced by the citizens and if so, the details thereof;

(c) Whether the present system of passport issuance is more complicated and time consuming; and

(d) if so, the details thereof?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) & (b) The Government has simplified the process of issuance of passport in order to make it more expedient and convenient. The Ministry of External Affairs has made two major changes recently that have expedited the process for first time passport applicants as well as made it more convenient to secure an online appointment at the local Passport Seva Kendras(PSKs). As per these changes, the first time passport applicants who furnish Aadhaar Card, Electoral Photo Identity Card (EPIC), PAN Card and an affidavit in the prescribed format, will get faster service, without payment of additional fees, subject to successful online validation of Aadhaar, EPIC and PAN cards from the respective databases. The passports under this liberal dispensation will be issued on Post-Police Verification basis.

The second measure pertains to securing online Appointments for submission of passport applications at PSKs. The new provision is allowing applicants to choose any appointment date from the earliest five available dates (working days) for scheduling/rescheduling an appointment for passport related services. Earlier, the System used to offer only one available date to the applicant for seeking appointment for passport related services. These measures have simplified the process of passport issuance and reduced the difficulties faced by the applicants.

(c) & (d) The entire passport issuance process is online. The Passport Portal (www.passportindia.gov.in) is accessible to anyone, anywhere and anytime. The applicants apply for passport service online, pay Passport Fee also through the Portal and visit the PSK at the appointed date and time. Approximately, one lakh internet enabled Common Services Centres (CSCs) in rural areas have been authorized to facilitate online passport application service to citizens at a nominal charge not exceeding Rs. 100/-. The objective behind receiving applicants with prior appointment is to reduce waiting time to the minimum. Status of applications can be tracked by the applicants through the passport website or through mPassport Seva mobile application. An e-mail based helpdesk facility and a 24x7 National Call Centre have been set up to provide requisite information to citizens in 17 languages. Periodic SMS messages are sent to the citizen intimating the various stages of process of passport application including date of police verification and dispatch of passport. The present system is therefore simple, user friendly and the time taken for issue of passports has reduced progressively in recent years.